



**STATE OF MONTANA
MONTANA DEPARTMENT OF TRANSPORTATION
JOB PROFILE**

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Update

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Formal Review

Date Submitted _____

SECTION I - Identification

Working Title: User Support Supervisor

Department: Transportation

Job Code Number: 151117

Division & Bureau: Information Services

Job Code Title: Computer Supervisor

Section & Unit: User Support

Pay Band: 7

Work Address: 2701 Prospect Avenue
Helena, MT 59620

Position Number: 81005

Phone: 444-4173

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FLSA Exempt

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FLSA Non-Exempt

☒

Non-Union

☐

MPEA

☐

Blue Collar

Profile Completed By:

Jeff Sillick

Work Phone:

Work Unit Mission Statement or Functional Description:

The Information Services Division (ISD) provides a full range of services for the Montana Department of Transportation (MDT). The Senior Management team along with their section supervisors within the division, plan, coordinate, design, install, and maintain the department's information technology infrastructure. Services provided include network management, server systems administration, desk top and mobile computer systems administration, database administration, applications development and maintenance, integrated systems development, Internet and Intranet web page development, data security & disaster recovery services, geographic information systems (GIS), global positioning systems (GPS), roadway information collection, user support, training, imaging services, duplication services, electronic information management, IT research and development, budget development and monitoring, procurement administration, contract administration, and project management

Describe the Job's Overall Purpose:

Directs and manages the customer support team of the Information Services Division. The position manages the daily activities of the customer support team, which includes telephone support, hardware setup and installation, computer training, and software installation and management. In addition, the incumbent co-supervises computer support staff in each of the districts. Typical tasks include ensuring adequate staffing during published work hours, developing and maintaining appropriate staff skill levels, managing the timely escalation of difficult problems, managing and monitoring the division's end user technical training efforts, providing all employees with software necessary to their positions, and defining and documenting processes for responding to user problems and requests.

SECTION II - Major Duties or Responsibilities

This section should be a clear concise statement of the position's major duties and the approximate percent of work time for each duty

% of Time

Customer Service Team Planning and Implementation (60%)

Develop and recommend customer service policies, goals, objectives, and methods for Customer Service team of the Information Services Division. Ensure all programs are in compliance with state and federal requirements and laws. Establish and manage, in conjunction with the Business Operations Manager, the team's vision, mission, goals, objectives, and priorities.

1. Establish and maintain the vision, mission, goals, objectives, priorities and comprehensive annual work plan for the team. Assess impact of changes in technology, government requirements, and engineering and construction requirements on agency operations, determine increased efficiency methods, review policy to ensure continued compliance, and establish methods to ensure excellent customer service.
2. Direct development and implementation of standards, procedures, and operational manuals for the Customer Services and Support Team. Support training, and monitoring activities, including maintenance and updating, compliance, and security and access policies based on assessment of past practices/interpretations; developments in computer science; and input from MDT staff and outside entities..
3. Assist in the planning for deployment of equipment and software to ensure continuous operation of integrated systems with minimal disruption to users and processes. This involves overseeing product research and analysis, cost/benefit alternative evaluation, and business case development that targets test areas; determines how to provide support services such as installation and maintenance; and develops policies and procedures for product support.
4. Plan and direct end-user support services for more than 200 end-user applications, some of which may have untested relationships with existing MDT software configurations. This requires oversight of staff and activities for support and maintenance of equipment and applications to ensure department compatible standards and documents are properly prepared and maintained. The Team Supervisor must balance work assignments among various staff to ensure effective use of agency resources, while coordinating major application support, modification, and implementation projects and unanticipated issues such as responding to a virus attacks.
5. Develop training and information dissemination for MDT systems, databases, applications, information and telecommunication systems to increase effectiveness, ensure compliance, and increase training for users and technical support staff. This involves needs assessment

through review of program changes, non-compliance areas, problem logs, and external/internal input; maintaining a training plan; researching unique problems and requests; evaluating software packages to support departmental requirements; and researching information from other agencies to develop broad training and information goals meeting the needs of MDT clients.

6. Manage software “rollouts” to ensure effective coordination and provide service continuity, including identifying environment and system requirements for software, participating in research and development, and coordinating the planning and development for testing and deployment of department software installations and upgrades that minimize workflow disruption to employees.
7. Ensure project progress is monitored with regular status meetings for appropriate personnel. Communicate program progress to superiors.
8. Provide technical assistance and direction to subordinates and users to resolve problems using diagnostic tools and established methods to isolate and resolve these problems.
9. Direct business case development for development projects to ensure cost effective alternatives, and market technological solutions.
10. Oversee the development and maintenance of department computer training to ensure proficient and correct operation of computer applications.
11. Identify, create, maintain, and monitor Service Level Agreements (SLA’s).
12. Understand and implement pertinent Information Technology Infrastructure Library (ITIL) principles of computer service management.
13. Monitor customer satisfaction with services provided by the section. Maintain contact with customers to assess needs. Anticipate changes in customer’s business processes and assist in assessing future service needs
14. Work with other agencies to coordinate, develop, and implement enterprise level initiatives as necessary.

B. Team Supervision and Administration (40%)

Supervise a team of Specialists and Technicians.

1. Establish and monitor office work plans, priorities, procedures, and progress through regularly scheduled meetings and consultations.
2. Develop overall organizational responsibilities, structures, staffing responsibilities, and allocation of supervised positions.
3. Assist in recruitment and selection, including development of job profiles, determining selection criteria, creating interview questions, and hiring recommendations
4. Establish, measure, reward, correct, and appraise performance standards for workforce.
5. Train workforce by assessing needs and coordinating efficient training, assessing effectiveness, and modifying programs as appropriate.

6. Assist employees in the development of career plans. Support the division's workforce planning efforts by providing mentoring and advice on a regular basis.
7. Manage and supervise remote employees. Travel to remote sites to mentor, train, observe, and assist remote employees. Learn and understand the local issues at each remote site.

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1. ***The following duties and/or specific tasks listed under section II above are considered "essential functions" because they require specialized expertise and skill and are the primary reasons the job exists (they must be performed by this position with or without accommodations):***

The following duties are considered essential functions because they require specialized expertise and skill and are the primary reasons the job exists:

Duty A, Customer Service Team Planning and Implementation and duty B, Team Supervision and Administration are considered essential functions because they require specialized skills and are the reason the job exists.

The following mental and physical demands are associated with these essential functions:

PHYSICAL

- Lifting and carrying light items (papers, books, computer components)
- Remaining seated for extended periods of time, with occasional walking; standing; bending
- Travel within and out-of-state by auto & airline to training and meetings.
- Operating a personal computer

MENTAL

- Communicate in writing, in person, and over the phone
- Ability to multi-task
- Demands for accuracy in all aspects of work
- Ability to meet inflexible deadlines
- Complex mathematics
- Comparing data
- Compiling information, analyzing, coordinating, synthesizing, negotiating, instructing
- Directing, supervising, negotiating, disciplining

2. ***Does this position supervise others?*** ☒ Yes ☐ No

Number directly supervised: 8

Position Number(s) of those supervised:

20002, 81105, 81012, 81006, 81104, 25013, 20016, 25007

3. ***Attach an Organizational Chart.***

SECTION III - Minimum Qualifications - List minimum requirements for the first day of work.

Critical knowledge and skills required for this position:

KNOWLEDGE:

Knowledge of the theory, application, and practices of both information management and business management
Knowledge of project planning and management; analytical methods and technologies
Knowledge of employment law, program requirements, and personnel management practices and techniques
Knowledge of information systems analysis, documentation, implementation, and maintenance
Knowledge of customer service standards
Knowledge of contract administration

SKILLS:

Skill in project management; business process analysis and documentation; planning and organizing the work of others; drawing conclusions and making recommendations
Skill to apply personnel management, procurement management, contract development, and administrative techniques
Skill to manage complex system administration and development projects
Skill to manage a large staff effectively and efficiently
Skill to lead teams and motivate individuals; provide mentoring and assist in defining career plans
Skill to manage change in an atmosphere of rapid technology change.

Behaviors required to perform these duties:

See MDT Core Behaviors

Education:

Check the one box indicating minimum education requirements for this position for a new employee the first day of work:

- | | |
|---|--|
| <input type="checkbox"/> No education required | <input type="checkbox"/> Related AAS/2-years college/vocational training |
| <input type="checkbox"/> High school diploma or equivalent | <input checked="" type="checkbox"/> Related Bachelor's Degree |
| <input type="checkbox"/> 1-year related college/voc. training | <input type="checkbox"/> Related Master's degree |

Please specify the acceptable fields of study:

Acceptable: Computer Science, Information Systems, Social Sciences or, Business Management.

Other education, training, certification, or licensing required (specify):

Experience:

Check the one box indicating minimum work-related experience requirements for this position for a new employee the first day of work:

- | | |
|---|---|
| <input type="checkbox"/> No prior experience required | <input type="checkbox"/> 3 years |
| <input type="checkbox"/> 1 year | <input checked="" type="checkbox"/> 4 years |
| <input type="checkbox"/> 2 years | <input type="checkbox"/> 5 or more years |

Other specific experience (optional):

This position requires four years of related experience. This experience should include a minimum of one year supervision of professional and/or technical staff.

Alternative Qualifications:

This agency will accept alternative methods of obtaining necessary qualifications.

- ☒ Yes ☐ No

Alternative qualifications include:

Any combination of additional related work experience and successfully completed years of college totaling four may be substituted for the degree requirement.

SECTION IV – Other Important Job Information

- | | |
|--|---|
| <input type="checkbox"/> Fingerprint check | <input type="checkbox"/> Valid driver's license |
| <input type="checkbox"/> Background check | <input type="checkbox"/> Other; Describe |

Other information including working conditions such as shifts, lifting requirements, travel or hours.

SECTION V – Signatures

Signature indicates this statement is accurate and complete.

Employee:

Name: _____ Title: _____

Signature: _____ Date: _____

Immediate Supervisor:

Name: _____ Title: _____

Signature: _____ Date: _____

Bureau Chief:

Name: _____ Title: _____

Signature: _____ Date: _____

Division/District Administrator:

Name: _____ Title: _____

Signature: _____ Date: _____

Department Designee:

Brent Rabe/Designee

Human Resources Administrator
Human Resources Division

Signature: _____ Date: _____